



FIG. 1

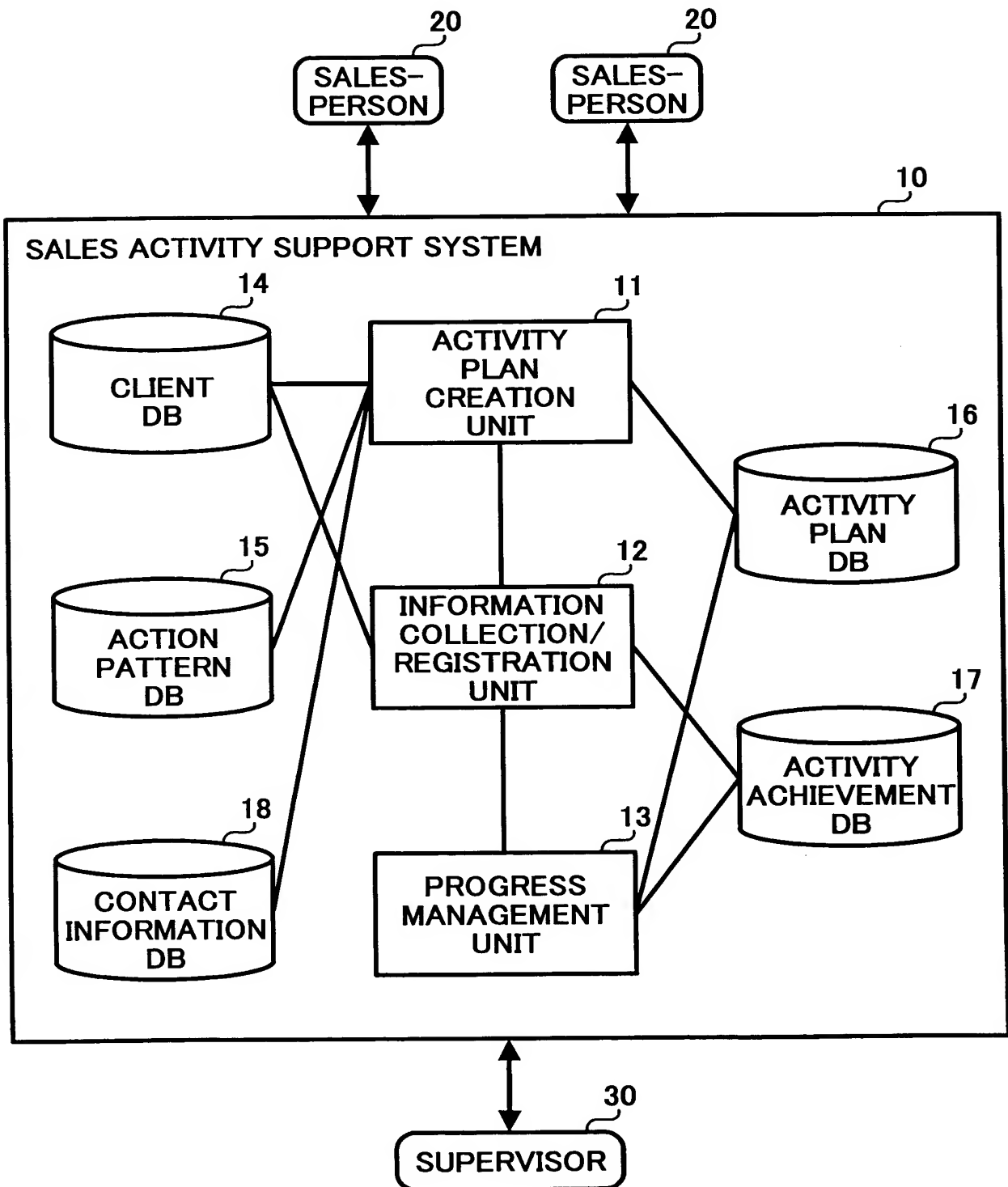


FIG. 2

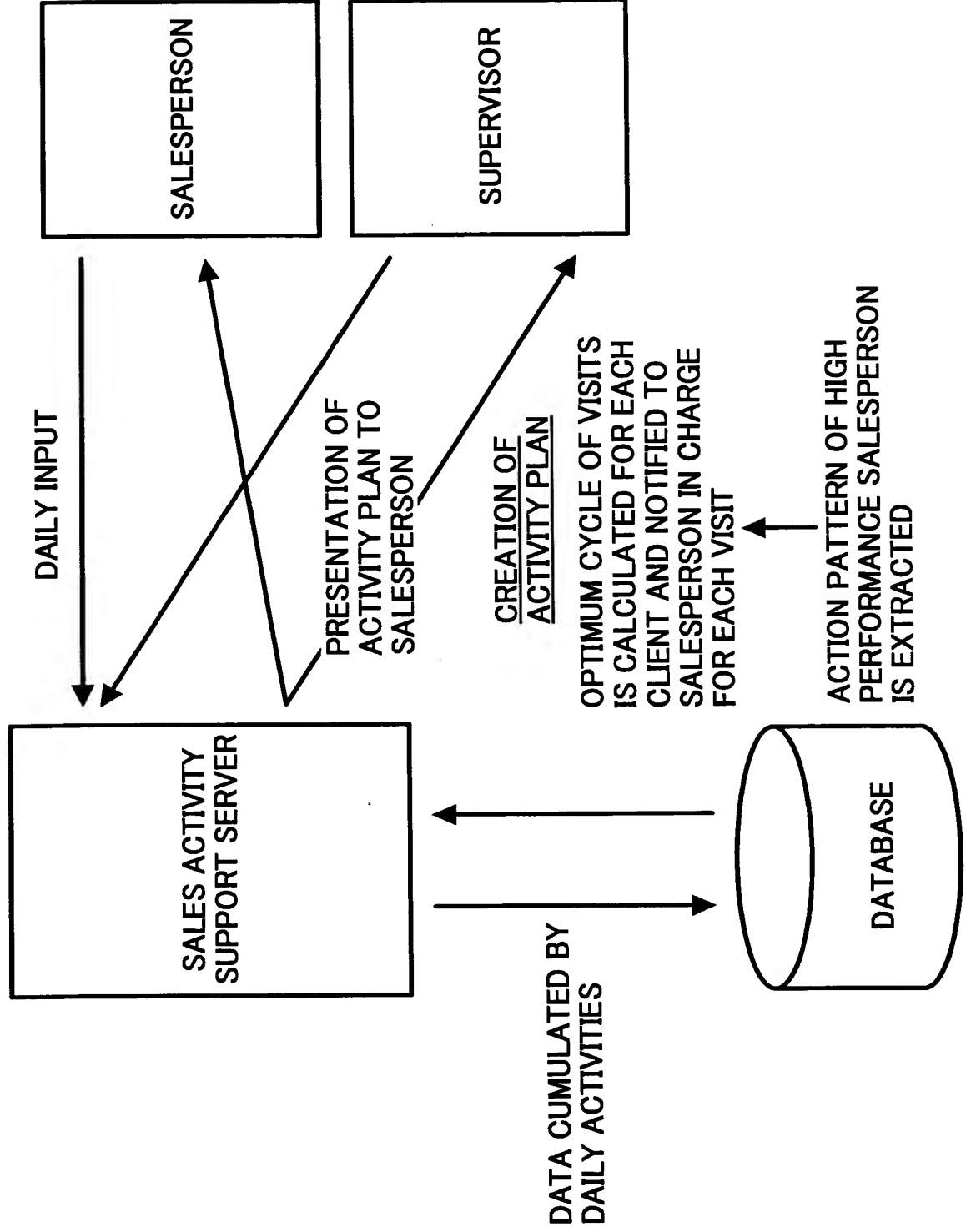


FIG. 3

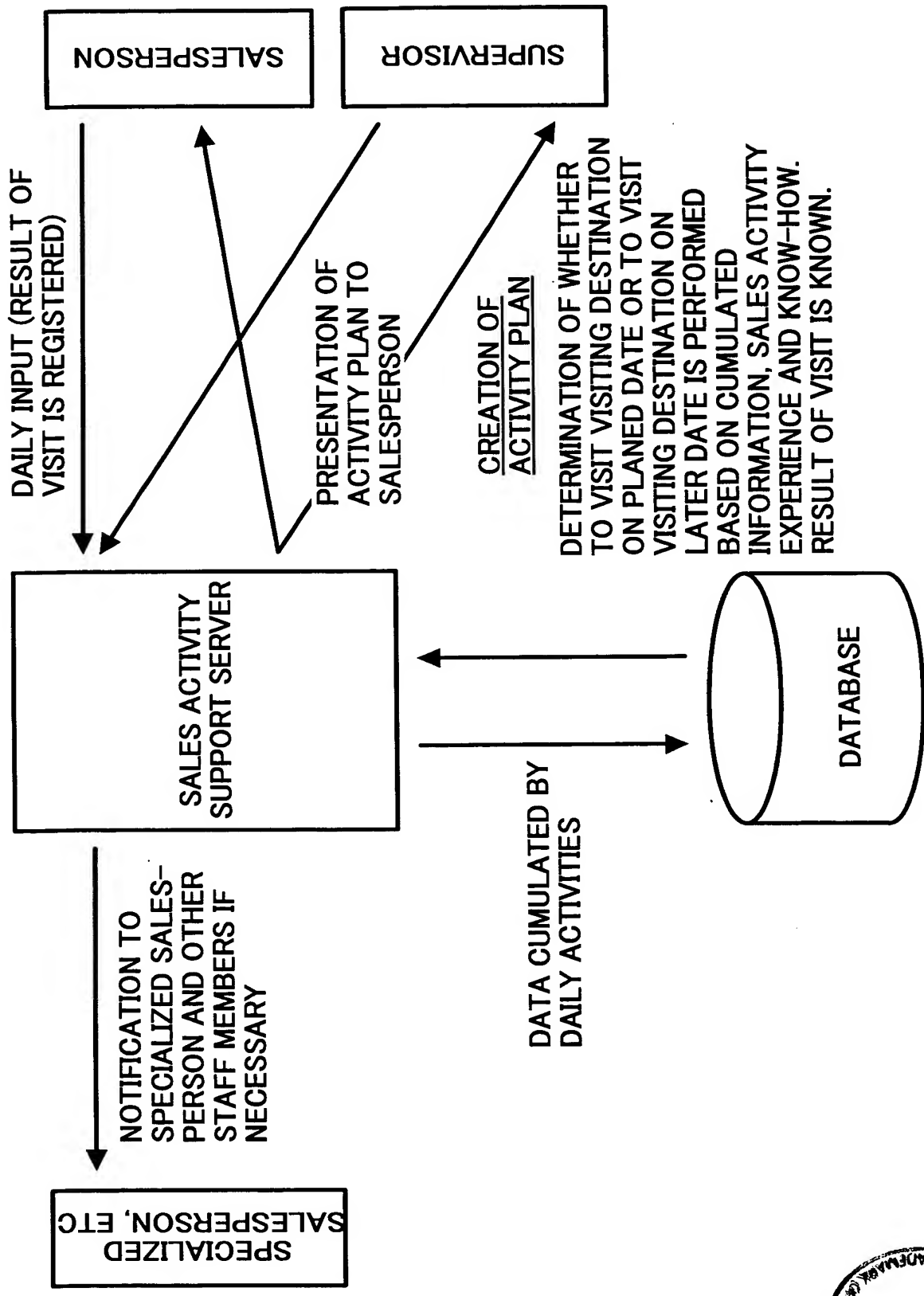


FIG. 4

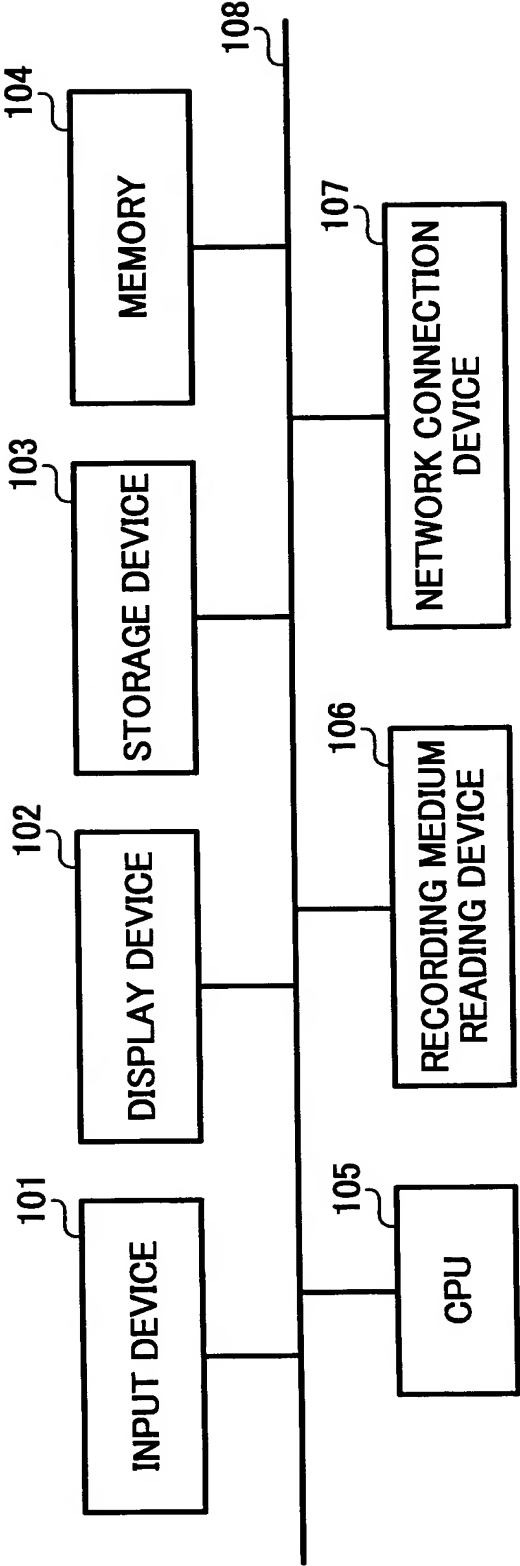
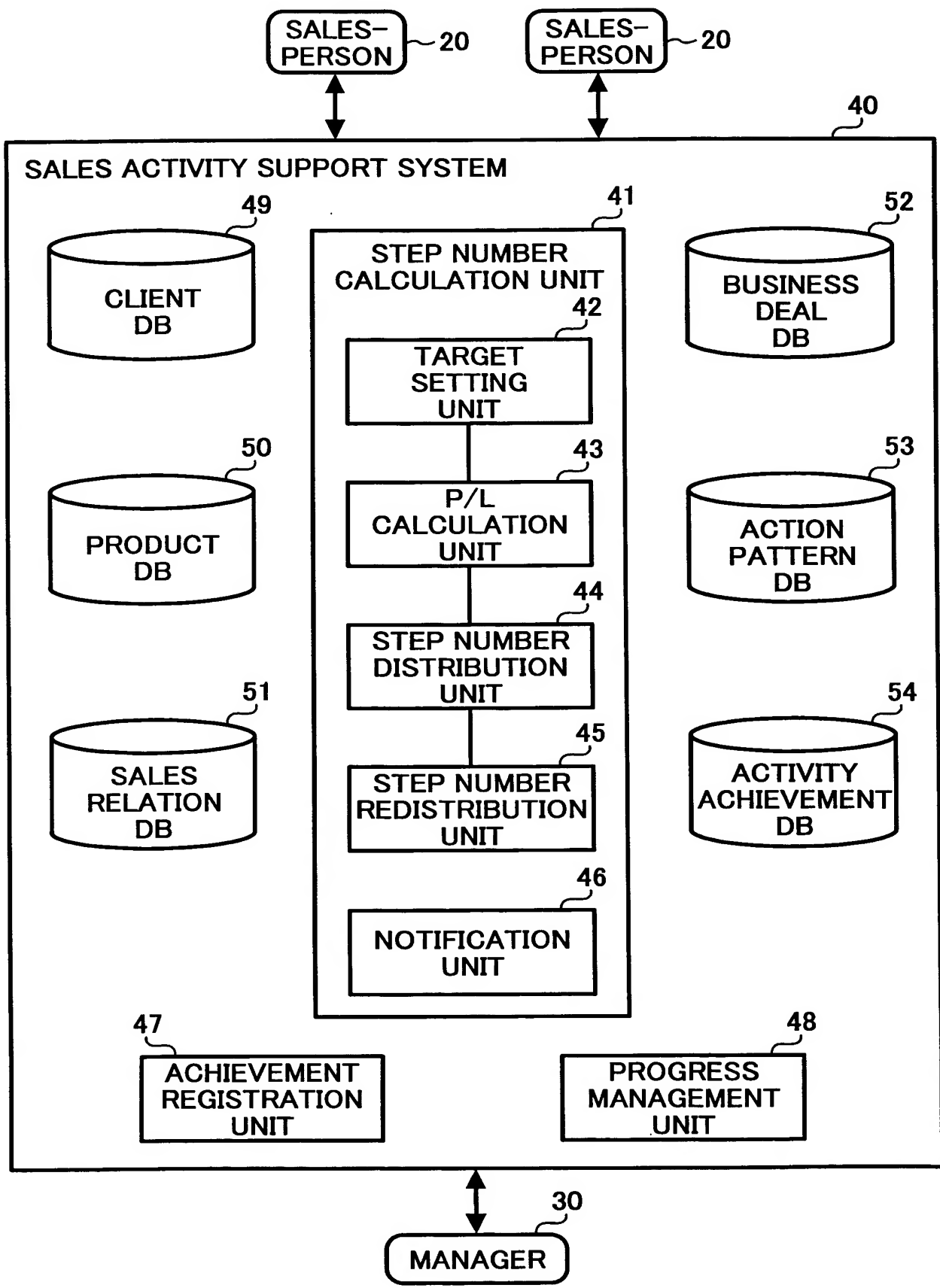




FIG. 5



Application No.: 10/617,261
 Inventor: Toyoji IKEZAWA et al.
 Docket No.: 116692004000
 Title: SALES ACTIVITY SUPPORT SYSTEM ...

FIG. 6

SALESPERSON : ☆☆☆ ▲▽▲													FIRST HALF OF YEAR 20 x x												
NO.	RANK	TARGET	PRODUCT	BUSINESS DEAL NUMBER	MATURITY LEVEL	P/L	STEP NUMBER (NUMBER OF DAYS)						TOTAL												
							APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER													
1	5	A COMPANY	MFP	001	8	10999	○	○	○				○												
2	5	B COMPANY	COPIER	002	6	9999	○	○	○	○	○	○	○												
3	4	C COMPANY	FAX	003	7	3000	○	○	○	○			○												
.												
.												
.												
TOTAL							○	○	○	○	○	○	○												
NUMBER OF BUSINESS DAYS							□	□	□	□	□	□	□												



FIG. 7

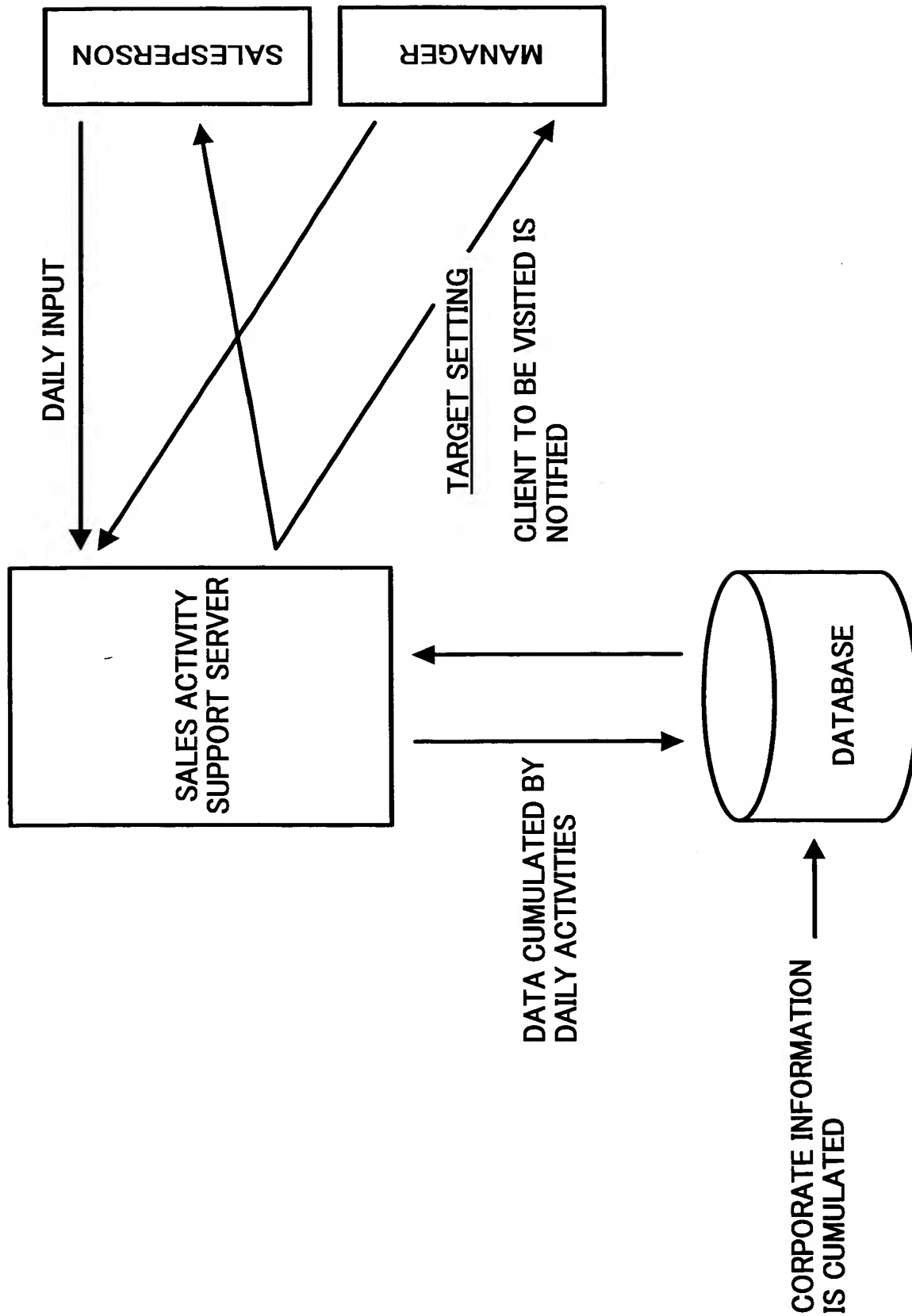


FIG. 8

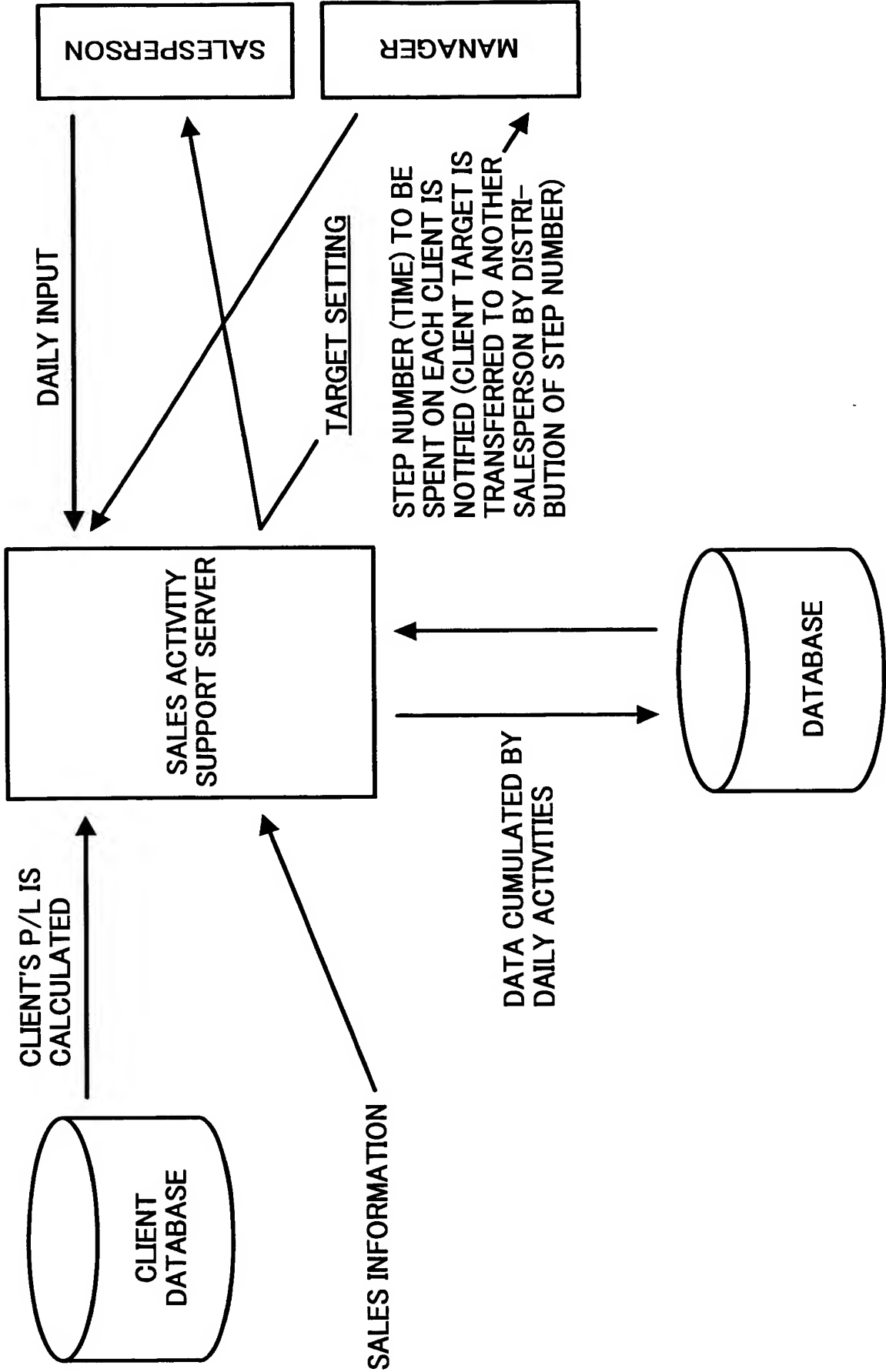




FIG. 9

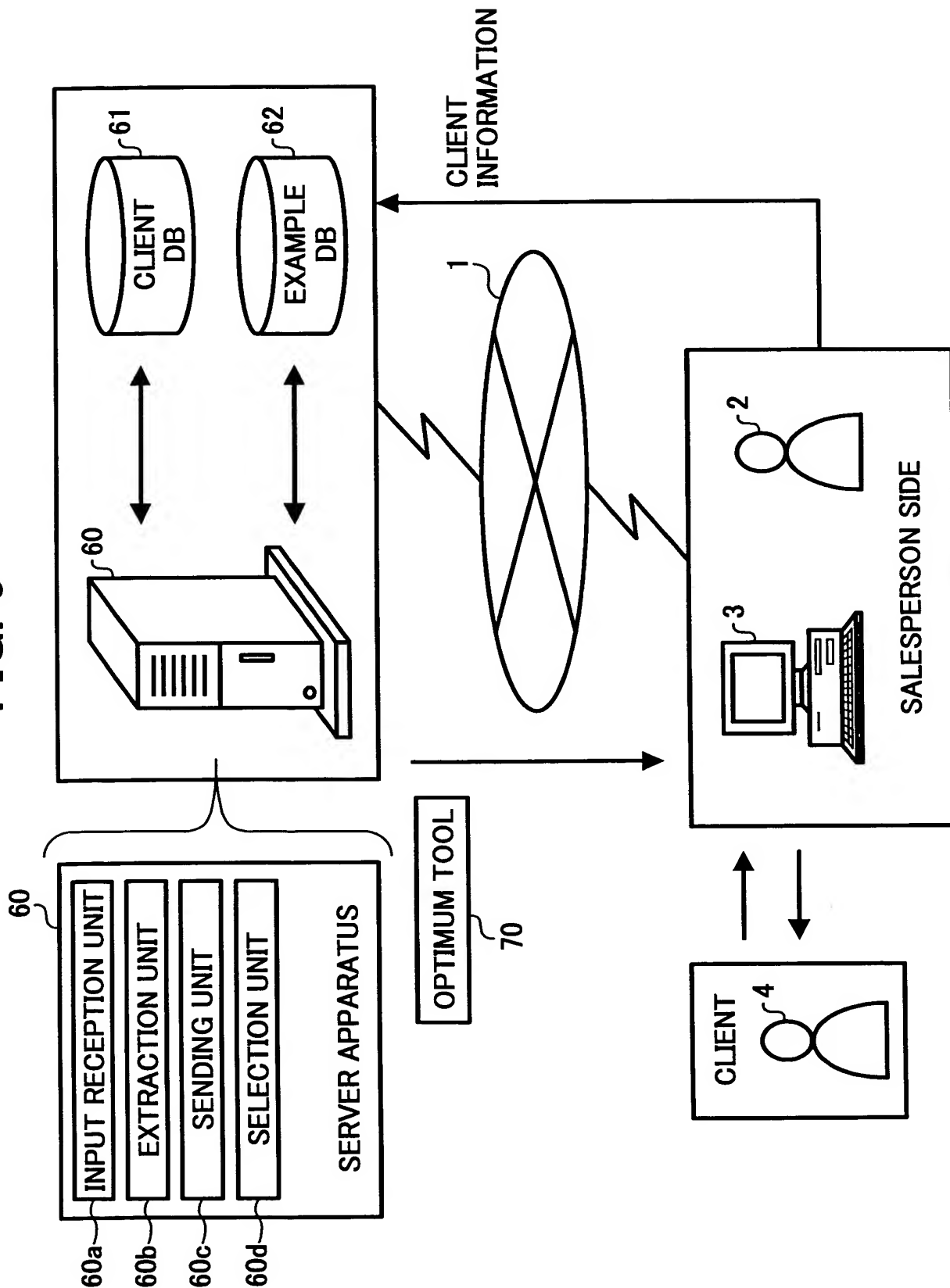




FIG. 10

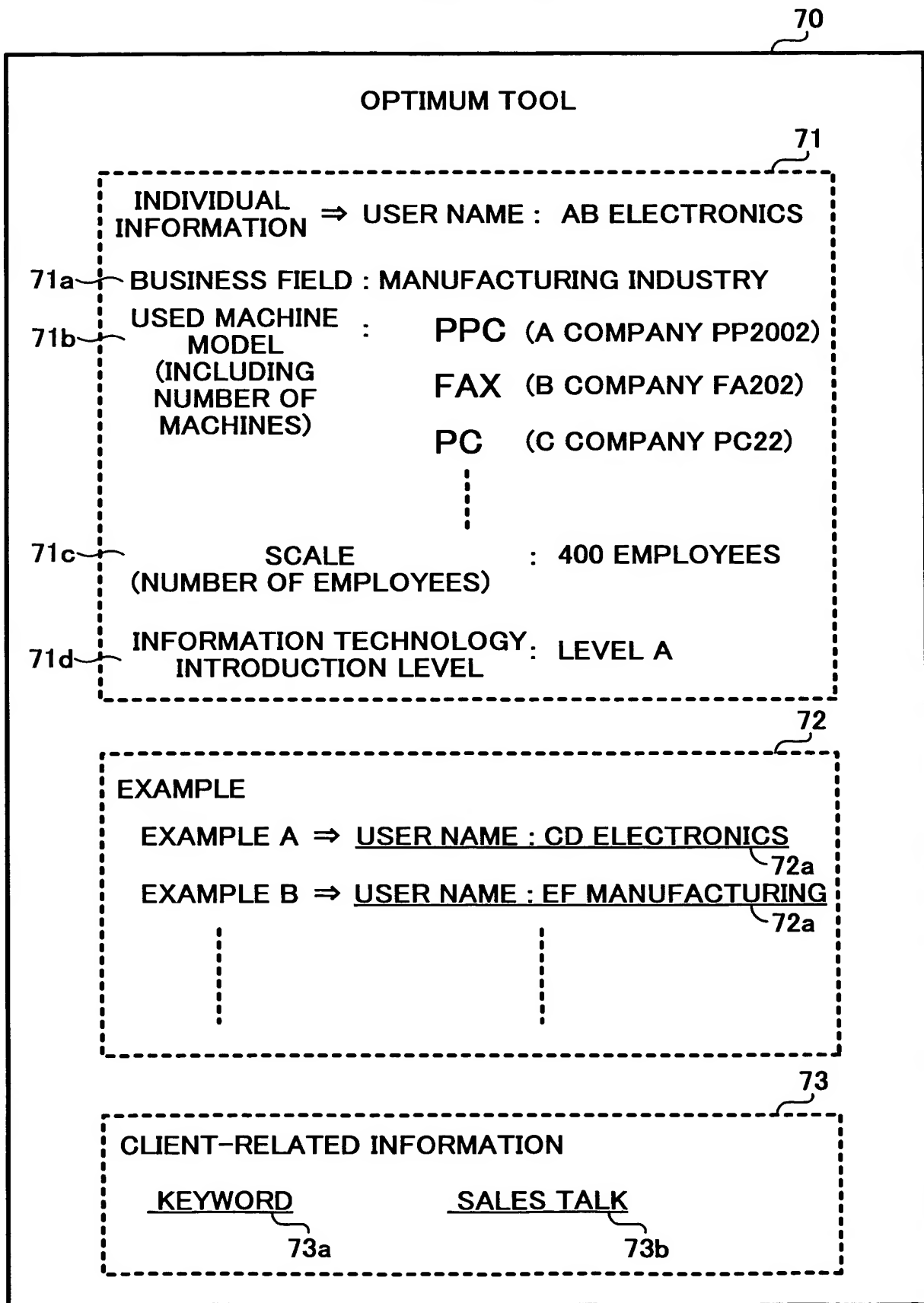


FIG. 11

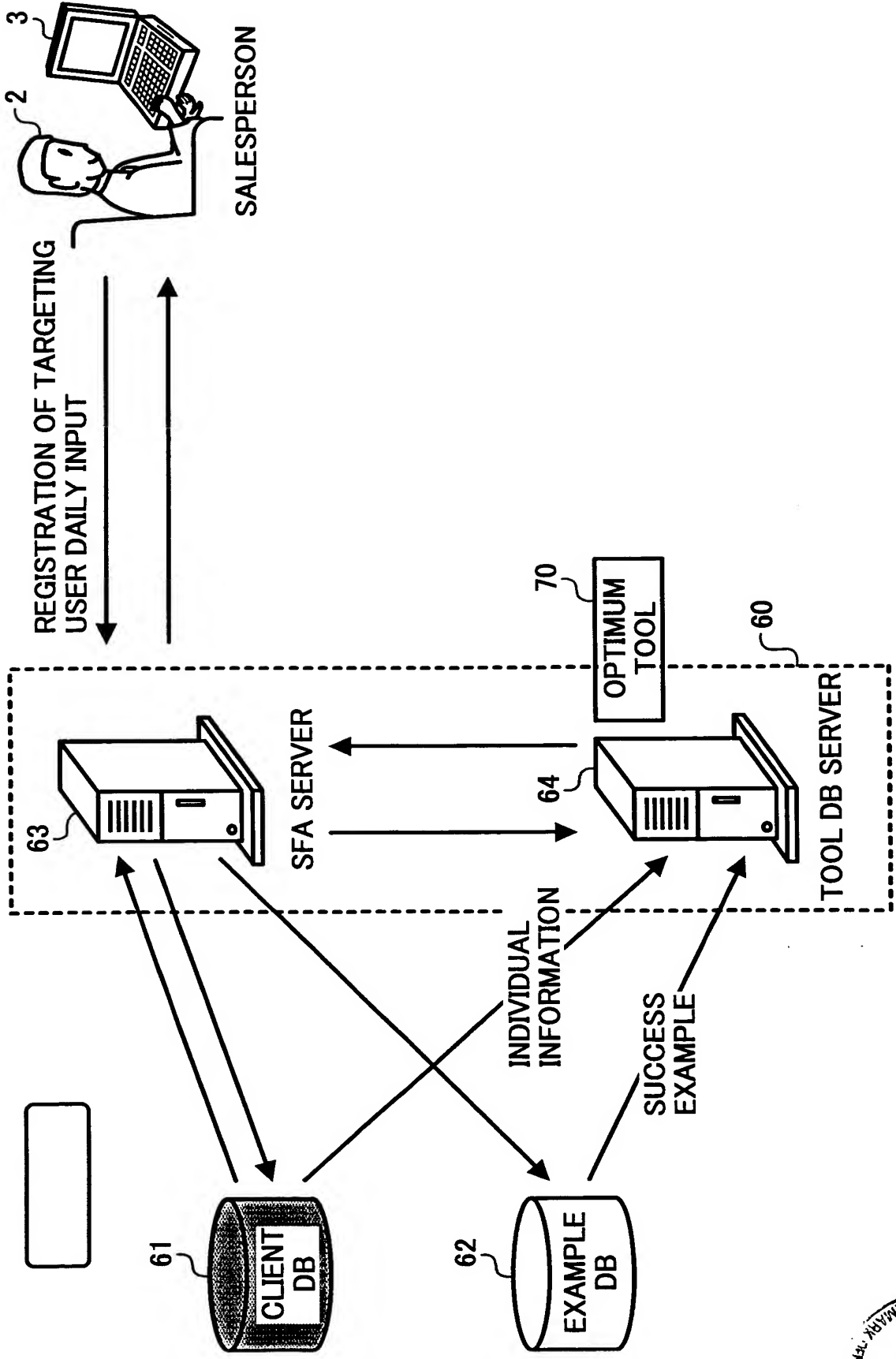




FIG. 12

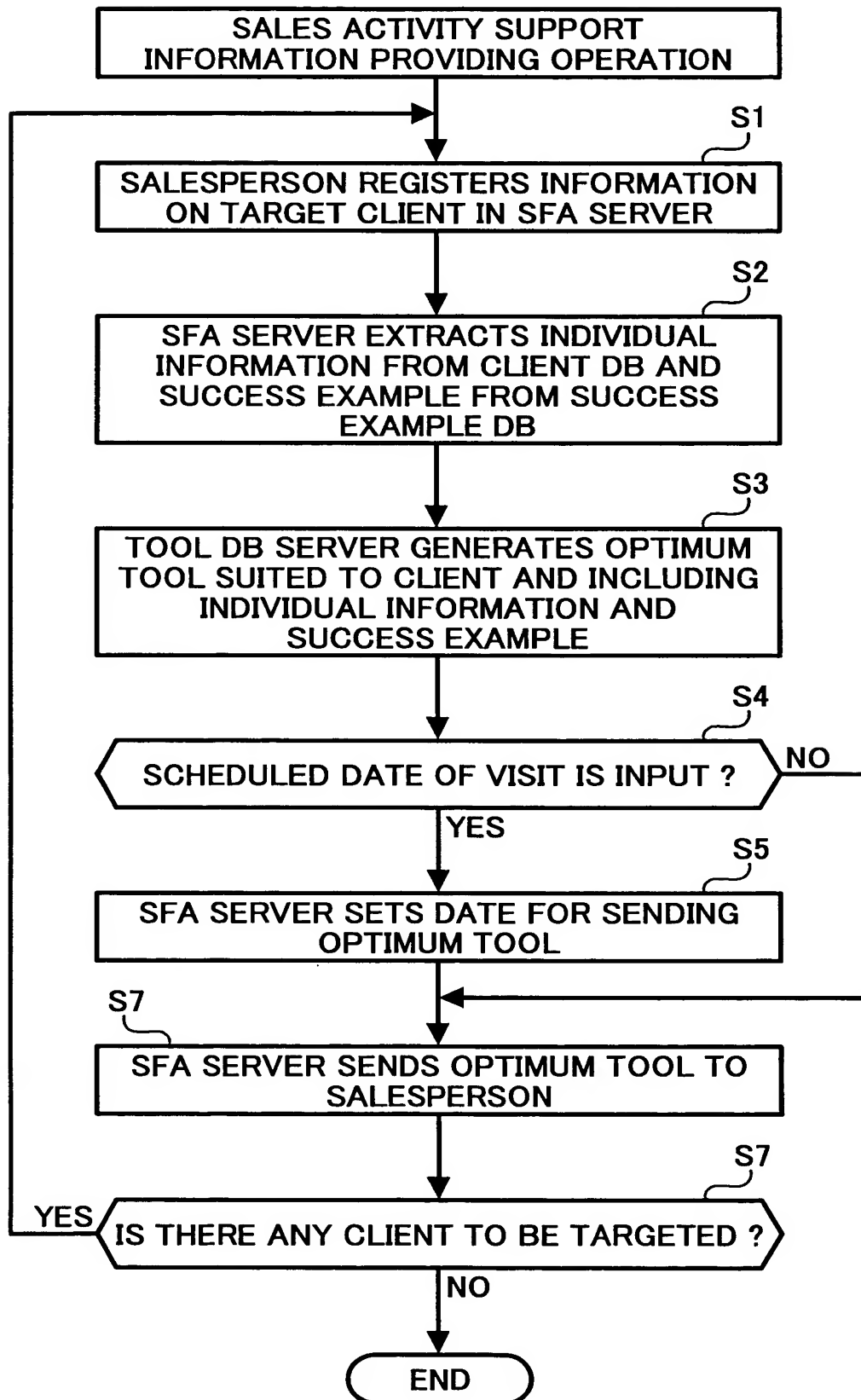


FIG. 13

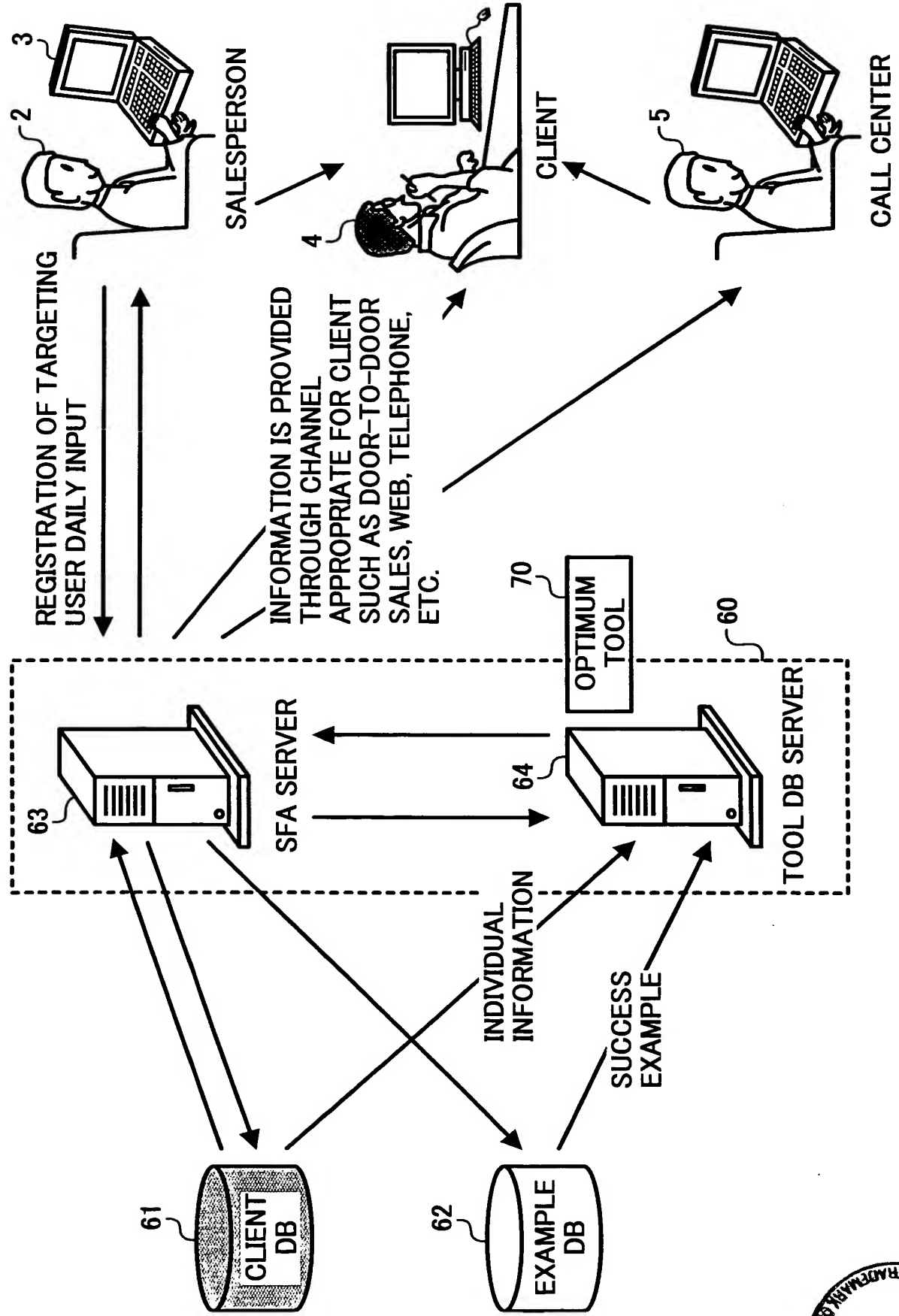




FIG. 14

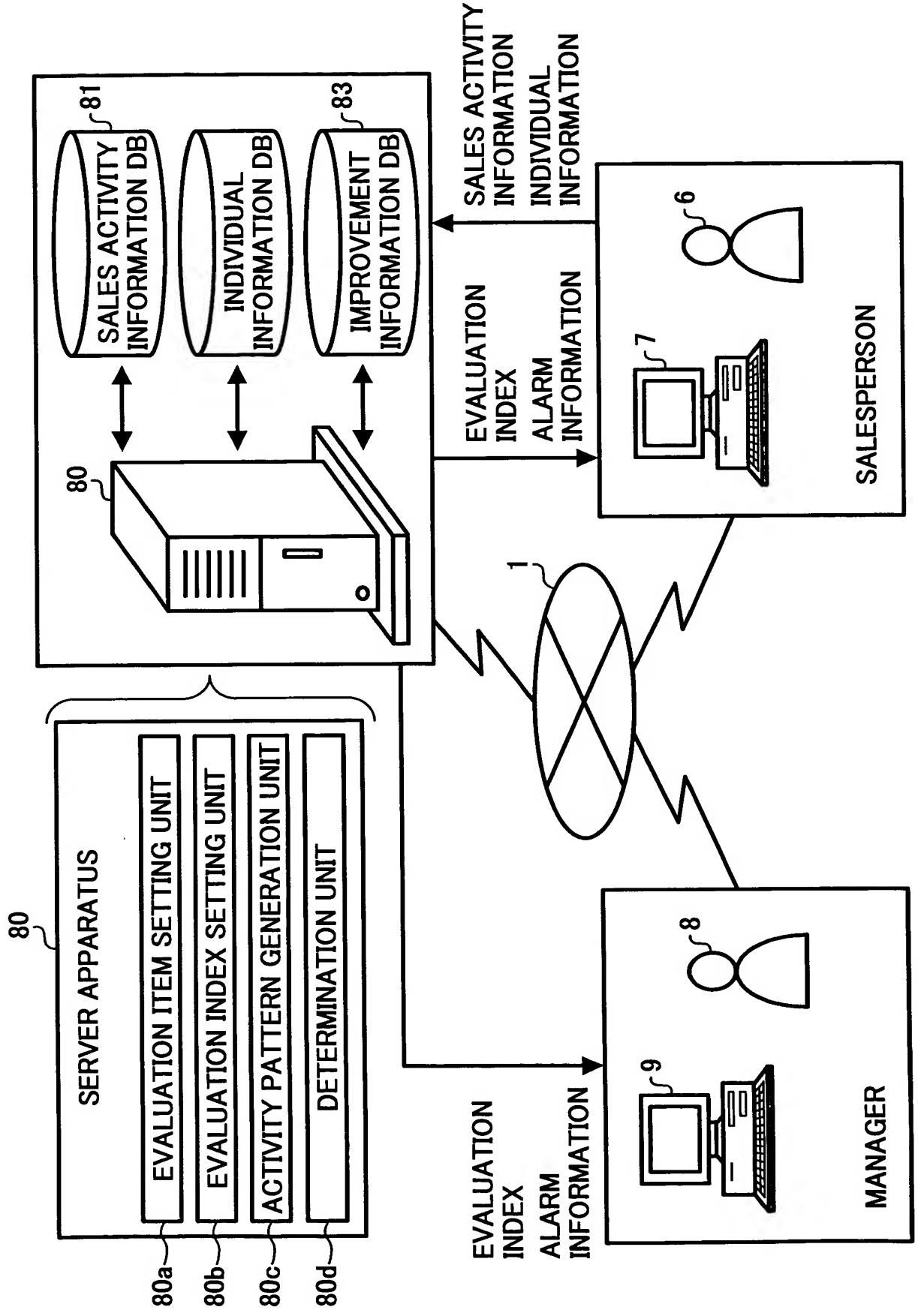




FIG. 15A

FIG. 15 FIG. 15A
FIG. 15B

91		92		90
CLASSI-FICATION		KPI ITEMS		
91a	NEGOTIATION MATURITY LEVEL MANAGEMENT (BUSINESS DEAL MANAGEMENT)	NUMBER OF REGISTERED NEGOTIATIONS AT EACH START TIME MATURITY LEVEL		
		NUMBER OF CREATED MATURITY LEVEL ACHIEVING PLANS AT EACH START TIME MATURITY LEVEL		
		NUMBER OF NEGOTIATIONS FALLING BEHIND PLAN		
		NUMBER OF STAGNANT NEGOTIATIONS		
		NUMBER OF PERFORMED MATURITY LEVEL ACHIEVING STEPS		
		EXPECTED ACHIEVEMENT AND TIME FOR NEGOTIATION IN PROGRESS TO LAND		
		LEAD TIME AT EACH START TIME MATURITY LEVEL		
		NUMBER OF SUCCESSFUL NEGOTIATIONS AT EACH START TIME MATURITY LEVEL		
91a	ACTIVITY MANAGEMENT	REGISTERED TIME SPENT ON EACH TYPE OF ACTIVITY		
		ACTIVITY RESULT REGISTRATION RATE FOR EACH TYPE OF ACTIVITY		
		RATE OF NEGOTIATION-RELATED ACTIVITIES		
		NUMBER OF ACTIVITY STEPS FOR EACH NEGOTIATION SCALE		
		RATE OF SETTING PRIORITY OF CLIENTS		
		NUMBER OF GENERATED CLIENT WINNING SCENARIOS		
		NUMBER OF ACTIVITY STEPS FOR EACH PRIORITY LEVEL		



FIG. 15B

93

EVALUATION METHODS	
ADDING UP NEGOTIATIONS AT EACH NEGOTIATION MATURITY LEVEL	
ADDING UP BUSINESS DEALS FOR WHICH MATURITY LEVEL ACHIEVING PLAN IS CREATED	
ADDING UP TIMES SPENT ON EACH TYPE OF ACTIVITY	
NUMBER OF INPUT ACTIVITY RESULTS/TOTAL NUMBER	



FIG. 16

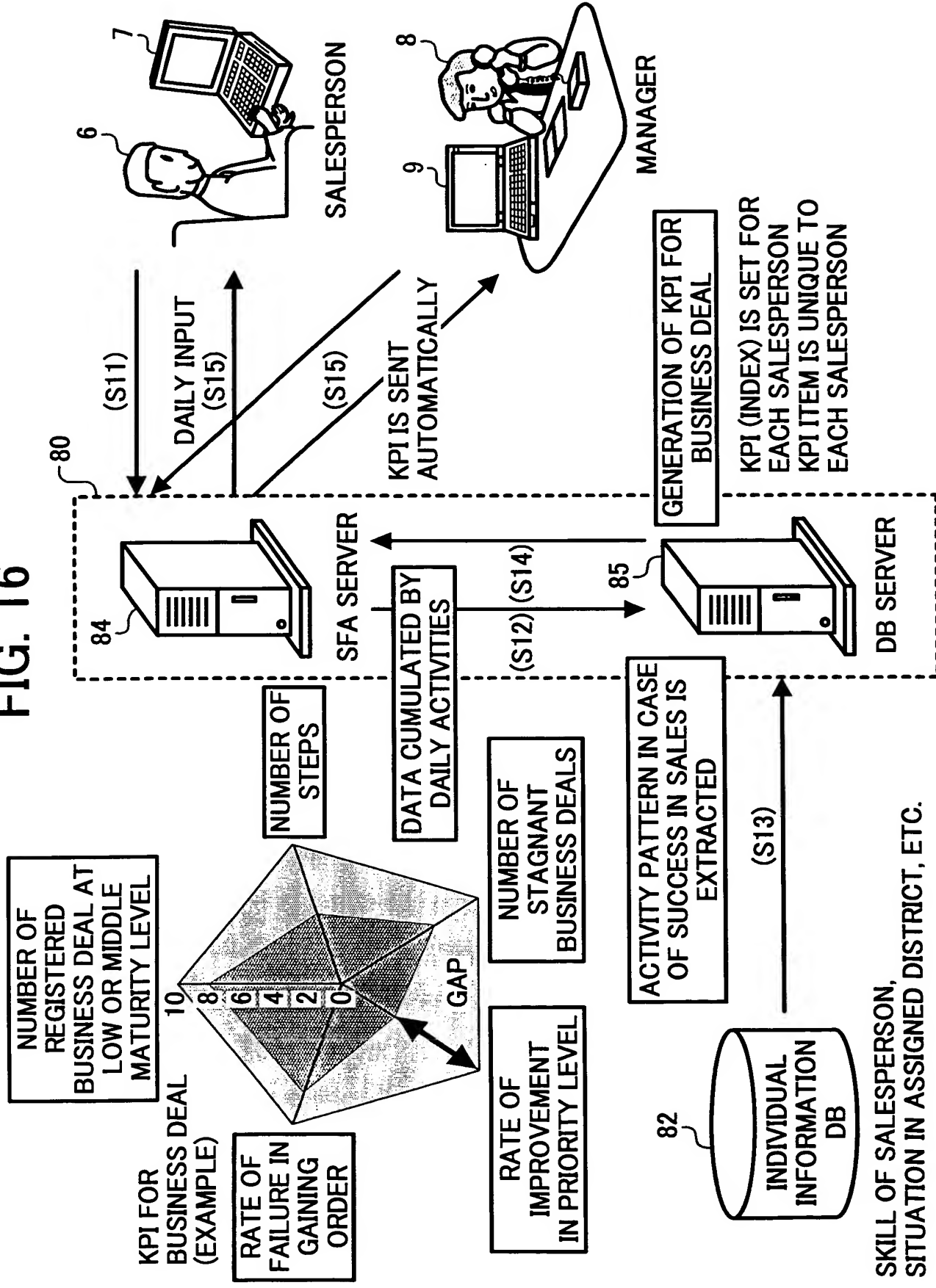


Figure 1 is a block diagram illustrating a system for monitoring salesperson activities. The system includes a Salesperson (6) and a Manager (8) connected via a network (80). The Salesperson's computer (7) sends "DAILY INPUT" (S21) to an SFA SERVER (84). The Manager's computer (9) sends "KPI IS SENT AUTOMATICALLY ALARM IS SENT IN CASE OF BAD ACTIVITY PATTERN" (S25) to the SFA SERVER. The SFA SERVER sends "DATA CUMULATED BY DAILY ACTIVITIES" (S22) to a DB SERVER (85). The DB SERVER sends "ACTIVITY PATTERN IN CASE OF SUCCESS IN SALES IS EXTRACTED" (S23) to an INDIVIDUAL INFORMATION DB (82). The DB SERVER also sends "GENERATION OF KPI FOR ACTIVITY" (S24) to the Manager. The DB SERVER sends "KPI (INDEX) IS SET FOR EACH SALESPERSON" and "KPI ITEM IS UNIQUE TO EACH SALESPERSON" to the Manager. The DB SERVER sends "ALARM IS SENT IN CASE OF PATTERN LEADING TO BAD WORK PERFORMANCE" to the Manager. A 3D pyramid diagram shows "CLIENT VISIT RATE" (0-10) and "ACHIEVEMENT RESULT REGISTRATION RATE" (0-10) as "KPI FOR ACTIVITY (EXAMPLE)". A "GAP" is indicated between the two rates. The pyramid is labeled "RATE OF ACTIVITIES FOR BUSINESS DEAL TO OTHER PURPOSES".